

NATIONAL PARK SERVICE PERFORMANCE MEASURES

Preparatory to developing performance measures as required by the Government Performance and Results Act (GPRA), the National Park Service identified and reported the following "performance measures" in the past four budget submissions. Now that the GPRA performance measures have been finalized to aid in the budget formulation and evaluation, these indicators have become part of a larger set of measures indicative of NPS performance.

LAND ACQUISITION	1997 actual	1998 actual	1999 estimate
Land acquired (acres)	149,620	29,851	131,350
Land acquired (tracts)	867	1,135	5,013

VISITATION	1996 actual	1997 actual	1998 2/ actual
Recreational visits (1,000) (Data is by fiscal year; 1998 is preliminary actual data)	261,789	273,289	288,322
CUSTOMER SATISFACTION SURVEY RESULTS 1/			
Park Personnel:			
Very good	69%	66%	81%
Good	17%	22%	15%
Average	5%	6%	3%
Poor	3%	3%	1%
Very Poor	5%	4%	0%
Visitor Centers:			
Very good	53%	50%	67%
Good	29%	32%	26%
Average	11%	12%	6%
Poor	5%	4%	1%
Very Poor	2%	2%	0%
Directional Signs:			
Very good	49%	48%	N/A
Good	25%	29%	N/A
Average	15%	15%	N/A
Poor	6%	5%	N/A
Very Poor	4%	3%	N/A

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Restrooms:			
Very good	37%	37%	50%
Good	28%	29%	31%
Average	23%	23%	14%
Poor	8%	8%	4%
Very Poor	4%	4%	1%
Campgrounds:			
Very good	42%	45%	51%
Good	25%	26%	32%
Average	17%	18%	14%
Poor	11%	7%	3%
Very Poor	5%	3%	1%
Picnic Areas:			
Very good	45%	45%	51%
Good	32%	32%	32%
Average	14%	17%	14%
Poor	5%	4%	3%
Very Poor	4%	2%	1%
Ranger Programs:			
Very good	63%	66%	72%
Good	20%	20%	21%
Average	8%	7%	5%
Poor	4%	3%	1%
Very Poor	5%	4%	0%
Exhibits:			
Very good	51%	45%	62%
Good	30%	34%	29%
Average	12%	15%	8%
Poor	4%	4%	1%
Very Poor	4%	2%	0%
Park Brochures/Maps:			
Very good	56%	53%	69%
Good	27%	32%	25%
Average	10%	11%	6%
Poor	3%	2%	1%
Very Poor	3%	2%	0%

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Lodging:			
Very good	39%	38%	N/A
Good	35%	37%	N/A
Average	18%	18%	N/A
Poor	5%	5%	N/A
Very Poor	3%	3%	N/A
Food Service:			
Very good	28%	26%	N/A
Good	33%	32%	N/A
Average	28%	29%	N/A
Poor	8%	9%	N/A
Very Poor	4%	4%	N/A
Gift Shops:			
Very good	37%	28%	N/A
Good	30%	35%	N/A
Average	25%	31%	N/A
Poor	4%	4%	N/A
Very Poor	3%	2%	N/A

1/ Numbers may not add to 100% due to rounding.

2/ In 1998, the NPS improved the methodology and the survey instrument and expanded the sample size from 18 to 281 parks. "N/A" means "not available".